

HCCS Advanced Topics

AUTUMN TERM 2006

Week 7 – Computer Supported Cooperative Work – the turn to the social

Rationale: The advent of networked computers means that the focus can move beyond just thinking about an individual interacting with a computer but to also think about how to support people communicating and collaborating together, either in co-located situations or distributed across time and space. These papers introduce the field, overview the types of systems that have been built and highlight the unique issues raised in this move ‘to the social’ rather than the individual.

The first paper is to be read by all, as it gives a high level introduction motivating the turn to the social. Then there are two sets of papers, two more overview-like (2 and 3) and two on specific issues (4 and 5). Split up both sets of papers across class, so that everybody reads one from the first set (2 and 3) and one from the second (4 and 5). The aim for discussion is to identify interesting issues from these papers and to probe them in more detail; also to reflect on if and how similar challenges might play out in ubicomp environments.

[**ALL read**] *This paper motivates the turn to the social and the need for different methods:*

1. Crabtree, A. (2003) *Designing Collaborative Systems: A practical guide to ethnography*. Springer. [Ch 1 ‘The requirements problem –sections 1.3 and 1.4. Hard copy in the IS folder in the Masters Lab.]

[**SELECT one**] *Paper 2 and 3 give an overview of the conceptual and technical work in CSCW;*

2. Olson, G. M. and Olson, J. (2003) Groupware and Computer Supported Cooperative Work. In J.A. Jacko and A. Sears (Eds) *The Human-Computer Interaction Handbook*, Lawrence Erlbaum, New Jersey, pp. 583-595.
[Hard copy in IS folder in Masters Lab]

3. Fitzpatrick, G. (2003) *The Locales Framework: Understanding and designing for wicked problems*. Kluwer, Dordrecht. [Ch 2 ‘The CSCW design challenge’ – sections 2.1.3 – 2.3]
[you can download this from the Shared Documents/Week 7– CSCW folder on SharePoint]

[**SELECT one**] *Paper 4 suggests some of the unique ‘social’ challenges with the adoption and acceptance of CSCW systems. It is old but the challenges are still amazingly relevant. Paper 5 addresses how to design for the support of face-to-face interaction and picks up the theme of tangible interaction and collaboration. It is a longer paper so you might want to skim/read selectively. :*

4. Grudin, J. (1994) Groupware and social dynamics: eight challenges for developers. In *Communications of the ACM*, Vol 37:1, Jan 2004, pp 92-105.
(Download via <http://portal.acm.org/citation.cfm?id=175230>)

5. Hornecker, E. (2005). A Design Theme for Tangible Interaction: Embodied Facilitation. Proceedings of the 9th European Conference on Computer Supported Cooperative Work, Springer. E-CSCW 2005

http://www.ehornecker.de/Papers/ecscw05_Hornecker_preprint.pdf

Additional reading if you are interested

Special Issue of CSCW journal on awareness – Vol 11:3-4, 2002:

<http://www.springerlink.com/content/tx071323k6h6/>

Awareness is a big issue in CSCW and highly relevant for ubicomp systems as well:

Schmidt, K. (2002) The Problem with ‘Awareness’: Introductory Remarks on ‘Awareness in CSCW’, In *Computer Supported Cooperative Work (CSCW)*, Vol 11:3-4, Sept 2002

Have a look through the program of the current CSCW conference being held Nov 4-8 in Banff to get an idea of current topics and themes:

<http://cscw2006.org/>